

The 2014 Federal Employee Viewpoint Survey was administered by the U.S. Office of Personnel Management (OPM) from May 6, 2014, through June 13, 2014. The survey was anonymous, web based, and offered to all permanent FCC employees on board as of October 31st, 2013. Of the 1,639 employees surveyed, 702, or 42.8%, chose to participate. Included in the survey were the 45 survey questions prescribed by OPM that must be asked of employees each year (identified with an asterisk). Fifteen of the 45 questions were demographic questions.

When the FCC responses to the mandatory questions (excluding the demographic questions) are ranked by positive response, e.g., strongly agree and agree, or very satisfied and satisfied, the top five responses indicate that most employees feel: that they are protected from health and safety hazards on the job; that supervisors support the need to balance work and other life issues; that the agency has prepared employees for potential security threats; that the work they do is important; that they know how their work relates to the agency’s goals and priorities. The bottom five responses indicate that few employees agree: that pay raises depend on how well employees perform their jobs; that in their work units, steps are taken to deal with a poor performer who cannot or will not improve; that differences in performance are recognized in a meaningful way; that there are opportunities to get a better job in the organization; that creativity and innovation are rewarded.

The responses follow:

		Percent Positive	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Item Response Total**	Do Not Know/ No Basis to Judge
*1. I am given a real opportunity to improve my skills in my organization.	N		157	328	96	73	47	701	NA
	%	69.32	22.26	47.06	13.34	10.35	6.99	100.00	
2. I have enough information to do my job well.	N		152	348	102	67	25	694	NA
	%	72.30	21.52	50.78	14.59	9.55	3.57	100.00	
³ I feel encouraged to come up with new and better ways of doing things.	N		159	261	131	81	59	691	NA
	%	60.98	23.08	37.89	18.76	11.59	8.68	100.00	
*4. My work gives me a feeling of personal accomplishment.	N		201	293	99	58	44	695	NA
	%	71.35	27.98	43.37	14.20	8.07	6.37	100.00	
*5. I like the kind of work I do.	N		245	305	90	30	13	683	NA
	%	80.06	35.06	44.99	13.39	4.65	1.90	100.00	
6. I know what is expected of me on the job.	N		224	331	80	41	19	695	NA
	%	80.63	32.70	47.92	11.43	5.44	2.51	100.00	
7. When needed I am willing to put in the extra effort to get a job done.	N		446	233	15	1	4	699	NA
	%	97.08	63.06	34.02	2.22	0.14	0.57	100.00	
8. I am constantly looking for ways to do my job better.	N		315	317	56	8	3	699	NA
	%	91.04	45.15	45.89	7.52	1.07	0.37	100.00	
9. I have sufficient resources (for example, people, materials, budget) to get my job done.	N		69	279	127	150	73	698	2
	%	50.63	9.72	40.90	18.51	20.53	10.34	100.00	
*10. My workload is reasonable.	N		103	381	111	57	41	693	1
	%	70.34	14.43	55.91	15.98	7.92	5.76	100.00	
*11. My talents are used well in the workplace.	N		107	316	103	80	66	672	2
	%	63.60	15.24	48.36	15.62	11.43	9.35	100.00	
*12. I know how my work relates to the agency's goals and priorities.	N		191	381	77	29	14	692	6
	%	83.02	27.08	55.94	10.94	3.95	2.10	100.00	

Survey Administration Period: May 6, 2014 to June 13, 2014

Sample or Census: Census

Percentages are weighted to represent the Agency's population.

Number of surveys completed: 702

* AES prescribed items

Number of surveys administered: 1,639

** Unweighted count of responses excluding 'Do Not Know' and 'No Basis to Judge'

Response Rate: 42.8%

		Percent Positive	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Item Response Total**	Do Not Know/ No Basis to Judge
*13. The work I do is important.	N		260	311	75	23	11	680	7
	%	84.43	38.19	46.24	10.66	3.33	1.58	100.00	
*14. Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	N		178	372	78	39	22	689	5
	%	79.66	26.41	53.26	11.89	5.41	3.03	100.00	
*15. My performance appraisal is a fair reflection of my performance.	N		197	333	104	20	31	685	12
	%	77.84	28.44	49.40	14.78	2.82	4.56	100.00	
16. I am held accountable for achieving results.	N		193	374	88	22	13	690	5
	%	82.54	27.56	54.98	12.61	3.18	1.67	100.00	
17. I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	N		173	246	149	35	45	648	47
	%	63.94	25.76	38.18	23.31	5.50	7.25	100.00	
*18. My training needs are assessed.	N		87	263	174	101	61	686	10
	%	51.73	12.89	38.84	25.28	14.01	8.98	100.00	
*19. In my most recent performance appraisal, I understood what I had to do to be rated at different performance levels (for example, Fully Successful, Outstanding).	N		194	251	124	42	34	645	55
	%	69.71	30.89	38.83	19.09	6.05	5.16	100.00	
*20. The people I work with cooperate to get the job done.	N		252	304	73	51	19	699	NA
	%	79.41	35.28	44.13	10.86	7.22	2.51	100.00	
*21. My work unit is able to recruit people with the right skills.	N		71	241	162	111	79	664	34
	%	46.99	10.46	36.52	24.84	16.30	11.87	100.00	
*22. Promotions in my work unit are based on merit.	N		73	200	194	77	94	638	52
	%	43.33	11.60	31.73	29.68	12.01	14.98	100.00	
*23. In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	N		32	137	207	132	98	606	89
	%	28.03	5.63	22.41	35.00	20.89	16.07	100.00	
*24. In my work unit, differences in performance are recognized in a meaningful way.	N		44	178	210	113	99	644	49
	%	34.70	6.71	27.98	32.59	17.81	14.90	100.00	

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25. Awards in my work unit depend on how well employees perform their jobs.	N		59	227	167	96	93	642	57
	%	44.81	8.74	36.07	26.24	14.57	14.39	100.00	
26. Employees in my work unit share job knowledge with each other.	N		168	338	88	63	37	694	4
	%	71.89	23.36	48.53	13.80	9.02	5.29	100.00	
27. The skill level in my work unit has improved in the past year.	N		93	256	208	62	45	664	36
	%	52.73	13.42	39.30	31.41	9.16	6.70	100.00	
		Percent Positive	Very Good	Good	Fair	Poor	Very Poor	Item Response Total	Do Not Know/ No Basis to Judge
28. How would you rate the overall quality of work done by your work unit?	N		343	261	80	8	7	699	NA
	%	86.01	48.54	37.47	11.92	1.08	0.99	100.00	
		Percent Positive	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Item Response Total**	Do Not Know/ No Basis to Judge
*29. The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	N		122	375	100	55	18	670	20
	%	73.68	18.00	55.68	15.60	7.94	2.78	100.00	
*30. Employees have a feeling of personal empowerment with respect to work processes.	N		63	224	180	131	72	670	21
	%	42.89	9.07	33.81	27.47	18.96	10.69	100.00	
31. Employees are recognized for providing high quality products and services.	N		89	276	158	90	57	670	20
	%	54.47	12.90	41.57	23.79	13.13	8.61	100.00	
*32. Creativity and innovation are rewarded.	N		76	202	194	108	87	667	18
	%	41.39	10.99	30.39	29.82	15.88	12.92	100.00	
*33. Pay raises depend on how well employees perform their jobs.	N		30	123	192	140	134	619	64
	%	26.05	4.83	21.22	29.91	22.61	21.43	100.00	

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34. Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring).	N		91	237	184	50	46	608	81
	%	53.41	14.63	38.78	30.11	8.09	8.38	100.00	
*35. Employees are protected from health and safety hazards on the job.	N		168	399	68	16	14	665	23
	%	84.90	24.48	60.42	10.38	2.42	2.30	100.00	
*36. My organization has prepared employees for potential security threats.	N		175	405	72	17	17	686	6
	%	84.87	25.30	59.57	10.04	2.52	2.57	100.00	
37. Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.	N		128	239	157	54	55	633	56
	%	57.32	19.84	37.48	25.12	8.44	9.12	100.00	
38. Prohibited Personnel Practices (for example, illegally discriminating for or against any employee/applicant, obstructing a person's right to compete for employment, knowingly violating veterans' preference requirements) are not tolerated.	N		174	247	126	26	39	612	73
	%	67.67	27.61	40.07	21.16	4.23	6.94	100.00	
39. My agency is successful at accomplishing its mission.	N		124	391	124	20	11	670	21
	%	76.67	18.74	57.94	18.47	2.75	2.11	100.00	
40. I recommend my organization as a good place to work.	N		212	289	123	44	23	691	NA
	%	72.40	30.44	41.96	18.20	6.00	3.40	100.00	
41. I believe the results of this survey will be used to make my agency a better place to work.	N		112	210	158	84	63	627	64
	%	51.88	18.04	33.84	24.73	12.82	10.57	100.00	
*42. My supervisor supports my need to balance work and other life issues.	N		349	234	55	19	26	683	4
	%	84.87	49.76	35.12	8.58	2.69	3.86	100.00	
43. My supervisor provides me with opportunities to demonstrate my leadership skills.	N		237	240	108	57	42	684	2
	%	70.32	34.46	35.86	15.49	8.16	6.03	100.00	
*44. Discussions with my supervisor about my performance are worthwhile.	N		226	230	116	52	53	677	7
	%	67.36	33.00	34.36	17.69	7.14	7.81	100.00	

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45. My supervisor is committed to a workforce representative of all segments of society.	N		224	209	132	20	31	616	69
	%	69.85	35.88	33.97	21.96	2.98	5.21	100.00	
46. My supervisor provides me with constructive suggestions to improve my job performance.	N		190	254	128	65	46	683	3
	%	65.82	27.83	37.98	18.22	9.15	6.81	100.00	
*47. Supervisors in my work unit support employee development.	N		216	252	122	46	38	674	12
	%	69.18	31.24	37.94	18.02	7.04	5.76	100.00	
48. My supervisor listens to what I have to say.	N		298	271	68	31	20	688	NA
	%	82.64	42.75	39.89	10.21	4.26	2.88	100.00	
49. My supervisor treats me with respect.	N		342	243	52	23	25	685	NA
	%	84.84	48.96	35.88	8.02	3.62	3.52	100.00	
50. In the last six months, my supervisor has talked with me about my performance.	N		267	270	68	55	23	683	NA
	%	78.26	38.10	40.17	10.43	8.10	3.21	100.00	
*51. I have trust and confidence in my supervisor.	N		299	214	93	39	44	689	NA
	%	73.38	42.15	31.23	14.39	5.78	6.45	100.00	
		Percent Positive	Very Good	Good	Fair	Poor	Very Poor	Item Response Total	Do Not Know/ No Basis to Judge
*52. Overall, how good a job do you feel is being done by your immediate supervisor?	N		326	203	96	29	30	684	NA
	%	75.88	46.67	29.22	15.37	4.32	4.43	100.00	

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		Percent Positive	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Item Response Total**	Do Not Know/ No Basis to Judge
*53. In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	N		90	233	179	90	72	664	19
	%	47.74	13.29	34.45	27.64	13.23	11.39	100.00	
54. My organization's senior leaders maintain high standards of honesty and integrity.	N		133	268	143	38	50	632	52
	%	62.44	20.27	42.17	23.08	6.35	8.14	100.00	
*55. Supervisors work well with employees of different backgrounds.	N		146	303	121	39	33	642	35
	%	69.48	22.12	47.36	18.69	6.70	5.13	100.00	
*56. Managers communicate the goals and priorities of the organization.	N		114	296	146	59	57	672	6
	%	61.05	17.01	44.04	21.49	8.80	8.66	100.00	
*57. Managers review and evaluate the organization's progress toward meeting its goals and objectives.	N		114	278	148	47	42	629	50
	%	62.13	17.98	44.15	23.69	7.42	6.76	100.00	
58. Managers promote communication among different work units (for example, about projects, goals, needed resources).	N		117	258	141	86	59	661	21
	%	56.82	17.54	39.28	20.98	12.80	9.40	100.00	
59. Managers support collaboration across work units to accomplish work objectives.	N		126	265	154	61	56	662	19
	%	59.15	18.76	40.39	23.08	9.34	8.43	100.00	
		Percent Positive	Very Good	Good	Fair	Poor	Very Poor	Item Response Total**	Do Not Know/ No Basis to Judge
60. Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	N		235	216	99	53	39	642	40
	%	70.10	35.84	34.26	15.14	8.56	6.21	100.00	
		Percent Positive	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Item Response Total**	Do Not Know/ No Basis to Judge
*61. I have a high level of respect for my organization's senior leaders.	N		176	245	138	66	49	674	8
	%	61.99	26.69	35.30	20.73	9.58	7.70	100.00	

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		Percent Positive	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Item Response Total**	Do Not Know/ No Basis to Judge
62. Senior leaders demonstrate support for Work/Life programs.	N		164	245	142	40	27	618	64
	%	66.07	26.05	40.01	22.91	6.31	4.71	100.00	
		Percent Positive	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	Item Response Total	Do Not Know/ No Basis to Judge
*63. How satisfied are you with your involvement in decisions that affect your work?	N		121	276	134	110	36	677	NA
	%	58.46	17.74	40.72	20.58	15.85	5.10	100.00	
*64. How satisfied are you with the information you receive from management on what's going on in your organization?	N		101	255	164	100	57	677	NA
	%	52.77	14.74	38.03	24.22	14.91	8.10	100.00	
*65. How satisfied are you with the recognition you receive for doing a good job?	N		127	260	138	97	52	674	NA
	%	56.20	17.86	38.34	21.36	14.77	7.68	100.00	
*66. How satisfied are you with the policies and practices of your senior leaders?	N		100	246	190	96	48	680	NA
	%	50.16	14.08	36.08	28.61	14.00	7.24	100.00	
*67. How satisfied are you with your opportunity to get a better job in your organization?	N		75	196	200	126	82	679	NA
	%	40.30	10.88	29.43	29.36	18.12	12.22	100.00	
*68. How satisfied are you with the training you receive for your present job?	N		110	279	181	72	36	678	NA
	%	56.92	16.17	40.75	27.60	10.32	5.16	100.00	
*69. Considering everything, how satisfied are you with your job?	N		164	308	96	75	33	676	NA
	%	69.81	23.04	46.76	14.39	10.89	4.92	100.00	
*70. Considering everything, how satisfied are you with your pay?	N		120	289	106	95	65	675	NA
	%	60.17	17.22	42.95	16.08	13.73	10.02	100.00	
71. Considering everything, how satisfied are you with your organization?	N		137	315	117	72	34	675	NA
	%	66.49	19.45	47.04	18.29	10.25	4.97	100.00	

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72. Have you been notified whether or not you are eligible to telework?		
	N	%
Yes, I was notified that I was eligible to telework.	564	82.80
Yes, I was notified that I was not eligible to telework.	32	4.99
No, I was not notified of my telework eligibility.	52	8.20
Not sure if I was notified of my telework eligibility.	30	4.02
Total	678	100.00

Please select the response below that BEST describes your current teleworking situation.		
	N	%
I telework 3 or more days per week.	29	4.06
I telework 1 or 2 days per week.	280	42.13
I telework, but no more than 1 or 2 days per month.	60	8.87
I telework very infrequently, on an unscheduled or short-term basis.	147	20.79
I do not telework because I have to be physically present on the job (e.g., Law Enforcement Officers, Park Rangers, Security Personnel).	23	3.52
I do not telework because I have technical issues (e.g., connectivity, inadequate equipment) that prevent me from teleworking.	24	3.51
I do not telework because I did not receive approval to do so, even though I have the kind of job where I can telework.	28	4.47
I do not telework because I choose not to telework.	85	12.66
Total	676	100.00

Do you participate in the following Work/Life programs? Alternative Work Schedules (AWS)		
	N	%
Yes	83	13.09
No	563	82.85
Not available to me	28	4.06
Total	674	100.00

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75. Do you participate in the following Work/Life programs? Health and Wellness Programs (for example, exercise, medical screening, quit smoking programs)		N	%
Yes		191	28.25
No		448	67.02
Not available to me		33	4.73
Total		672	100.00

76. Do you participate in the following Work/Life programs? Employee Assistance Program (EAP)		N	%
Yes		66	11.03
No		592	87.44
Not available to me		11	1.52
Total		669	100.00

77. Do you participate in the following Work/Life programs? Child Care Programs (for example, daycare, parenting classes, parenting support groups)		N	%
Yes		10	1.61
No		537	78.67
Not available to me		127	19.72
Total		674	100.00

78. Do you participate in the following Work/Life programs? Elder Care Programs (for example, support groups, speakers)		N	%
Yes		32	4.74
No		568	83.35
Not available to me		78	11.91
Total		678	100.00

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		Percent Positive	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	Item Response Total**	Do Not Know/ No Basis to Judge
79. How satisfied are you with the following Work/Life programs in your agency? Telework	N		191	235	46	24	9	505	10
	%	83.71	36.70	47.01	9.37	4.84	2.07	100.00	
80. How satisfied are you with the following Work/Life programs in your agency? Alternative Work Schedules (AWS)	N		33	41	9	0	1	84	4
	%	88.74	38.67	50.06	10.38	0.00	0.89	100.00	
81. How satisfied are you with the following Work/Life programs in your agency? Health and Wellness Programs (for example, exercise, medical screening, quit smoking programs)	N		64	108	13	2	2	189	9
	%	91.05	32.66	58.39	6.96	1.03	0.97	100.00	
82. How satisfied are you with the following Work/Life programs in your agency? Employee Assistance Program (EAP)	N		13	31	16	1	0	61	14
	%	70.06	23.24	46.82	28.59	1.35	0.00	100.00	
83. How satisfied are you with the following Work/Life programs in your agency? Child Care Programs (for example, daycare, parenting classes, parenting support groups)	N		3	3	3	0	1	10	3
	%	63.63	34.35	29.28	26.69	0.00	9.68	100.00	
84. How satisfied are you with the following Work/Life programs in your agency? Elder Care Programs (for example, support groups, speakers)	N		8	21	2	0	0	31	2
	%	93.50	29.03	64.48	6.50	0.00	0.00	100.00	

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The work/life satisfaction results only include employees who indicated that they participated in the program.

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Where do you work?		N	%
	Headquarters	564	83.68
	Field	110	16.32
	Total	674	100.00

*What is your supervisory status?		N	%
	Non-Supervisor	440	65.38
	Team Leader	95	14.12
	Supervisor	82	12.18
	Manager	46	6.84
	Senior Leader	10	1.49
	Total	673	100.00

*Are you:		N	%
	Male	328	49.32
	Female	337	50.68
	Total	665	100.00

*Are you Hispanic or Latino?		N	%
	Yes	31	4.73
	No	624	95.27
	Total	655	100.00

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***Please select the racial category or categories with which you most closely identify.**

	N	%
American Indian or Alaska Native	1	0.16
Asian	43	6.81
Black or African American	150	23.77
Native Hawaiian or Other Pacific Islander	5	0.79
White	417	66.09
Two or more races	15	2.38
Total	631	100.00

What is the highest degree or level of education you have completed?

	N	%
Less than High School	0	0.00
High School Diploma/GED or equivalent	41	6.20
Trade or Technical Certificate	9	1.36
Some College (no degree)	61	9.23
Associate's Degree (e.g., AA, AS)	19	2.87
Bachelor's Degree (e.g., BA, BS)	159	24.05
Master's Degree (e.g., MA, MS, MBA)	98	14.83
Doctoral/Professional Degree (e.g., Ph.D., MD, JD)	274	41.45
Total	661	100.00

Survey Administration Period: May 6, 2014 to June 13, 2014

Percentages are weighted to represent the Agency's population.

* AES prescribed items

Sample or Census: Census

Number of surveys completed: 702

Number of surveys administered: 1,639

Response Rate: 42.8%

What is your pay category/grade?	N	%
Federal Wage System	0	0.00
GS 1-6	3	0.45
GS 7-12	110	16.49
GS 13-15	537	80.51
Senior Executive Service	12	1.80
Senior Level (SL) or Scientific or Professional (ST)	5	0.75
Other	0	0.00
Total	667	100.00

How long have you been with the Federal Government (excluding military service)?	N	%
Less than 1 year	3	0.45
1 to 3 years	62	9.35
4 to 5 years	34	5.13
6 to 10 years	86	12.97
11 to 14 years	84	12.67
15 to 20 years	104	15.69
More than 20 years	290	43.74
Total	663	100.00

Survey Administration Period: May 6, 2014 to June 13, 2014

Percentages are weighted to represent the Agency's population.

Sample or Census: Census

Number of surveys completed: 702

Number of surveys administered: 1,639

Response Rate: 42.8%

How long have you been with your current agency (for example, Department of Justice, Environmental Protection Agency)?	N	%
Less than 1 year	7	1.06
1 to 3 years	103	15.54
4 to 5 years	30	4.52
6 to 10 years	86	12.97
11 to 20 years	225	33.94
More than 20 years	212	31.98
Total	663	100.00

Are you considering leaving your organization within the next year, and if so, why?	N	%
No	490	74.13
Yes, to retire	51	7.72
Yes, to take another job within the Federal Government	75	11.35
Yes, to take another job outside the Federal Government	24	3.63
Yes, other	21	3.18
Total	661	100.00

I am planning to retire:	N	%
Within one year	32	4.87
Between one and three years	83	12.63
Between three and five years	59	8.98
Five or more years	483	73.52
Total	657	100.00

Survey Administration Period: May 6, 2014 to June 13, 2014
Percentages are weighted to represent the Agency's population.

Sample or Census: Census
Number of surveys completed: 702
Number of surveys administered: 1,639
Response Rate: 42.8%

Self-Identify as:	N	%
Heterosexual or Straight	525	83.73
Gay, Lesbian, Bisexual, or Transgender	22	3.51
I prefer not to say	80	12.76
Total	627	100.00

What is your US military service status?	N	%
No Prior Military Service	576	88.21
Currently in National Guard or Reserves	2	0.31
Retired	24	3.68
Separated or Discharged	51	7.81
Total	653	100.00

Are you an individual with a disability?	N	%
Yes	55	8.33
No	605	91.67
Total	660	100.00

What is your age group?	N	%
25 and under	3	0.43
26-29	14	1.99
30-39	101	14.39
40-49	184	26.21
50-59	257	36.61
60 or older	143	20.37
Total	702	100.00

Survey Administration Period: May 6, 2014 to June 13, 2014

Percentages are weighted to represent the Agency's population.

Sample or Census: Census

Number of surveys completed: 702

Number of surveys administered: 1,639

Response Rate: 42.8%